

00-116



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Elridge A. Stafford
Executive Director-Federal Regulatory

August 25, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, S.W., Room 7-C155
Washington, D.C. 20554

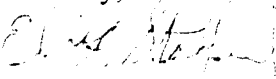
RE: CFR 47, Section 63.100
Final Service Disruption Report, Boise, Idaho
BOISIDMA01T

Dear Mr. Hatfield:

On July 26, 2000, Qwest¹ experienced a Service Outage in Boise, Idaho. In accordance with the reporting rules, CFR 47, Section 63.100, enclosed is Qwest's Final Service Disruption Report for this outage.

Please contact me if you have questions concerning this report.

Sincerely,



Elridge A. Stafford

Attachment

cc: Mr. Robert Kimball
Mr. Doug Sicker

¹ On June 30, 2000, U S WEST, Inc., the parent and sole shareholder of U S WEST Communications, Inc., merged with and into Qwest Communications International, Inc. Further, on July 6, 2000, U S WEST Communications, Inc. was renamed Qwest Corporation.

Final Service Disruption Report

Reporting Company: Qwest

Location of Disruption: Boise, ID (BOISIDMA01T)

1. Date and Time of Incident:

July 26, 2000, at 1518 MDT.

2. Geographic Area Affected:

The southern Idaho LATA.

3. Estimated Number of Customers Affected:

The affected switch is a tandem with a very small number of access lines assigned in the switch itself (approximately 3,200). The impact of this outage would have affected a significant portion of the trunk network in the Boise area. Qwest is unable to determine the precise number of network access lines affected by this event.

4A. Types of Services Affected:

Interoffice intraLATA and interLATA were affected.

4B. 911 Service Affected

911 service was not impacted.

5. Duration of Outage

Service was restored July 26, 2000, at 1612 MDT for a total duration of 54 minutes.

6. Estimated Number of Blocked Calls:

There were approximately 128,000 blocked calls.

7A. Root Cause of the Incident:

The root cause of the incident was vendor error.

While installing a new multiplexer, a vendor technician inserted two disabling pins into the BITS clock control shelf in error. This impacted the primary and secondary composite clock timing to the Boise Main tandem switch.

7B. Name and Type of Equipment:

DCD – 523 with ST2 Oscillators.

7C. Specific Part of Network Affected:

Interoffice transport requiring CCS/SS7 signaling.

8. Method(s) Used to Restore Service:

The following steps were taken to restore service:

- ◆ The primary and secondary clock timing was restored when a Qwest technician removed the disabling pins from the BITS clock.

9. Steps Taken to Prevent Recurrence of Outage:

The following steps have been or will be taken to prevent recurrence of this problem:

- ◆ The vendor has taken appropriate corrective action with the involved technician, and is retraining all their technicians in the region.

10A. Applicable Best Practice(s):

Qwest reviewed Network Reliability: A Report to the Nation, June 1993 and evaluated all recommendations and best practices by focus area. Based on the root cause analysis, the most appropriate focus areas are:

Section C – Software and Switching System Reliability

Reference 5.1.3 – Method of Procedure (MOP)

Reference 5.1.3.2 – Root Cause Identification

10B. Best Practice(s) Used:

Section C – Software and Switching System Reliability

Reference 5.1.3 – Method of Procedure (MOP)

Reference 5.1.3.2 – Root Cause Identification

10C. Analysis of Effectiveness of Best Practice(s):

Section C – Software and Switching System Reliability

Reference 5.1.3 – Method of Procedure (MOP)

The best practice calls for the preparation of a written MOP for all hardware and generic software growth and change activities. Qwest supports this best practice and requires a detailed written MOP for growth activities. In this incident there was a general MOP prepared and signed. In this event, the MOP was not followed.

Reference 5.1.3.2 – Root Cause Identification

This Best Practice recommends that cause analysis should be done on procedural errors. Qwest fully supports this Best Practice. Qwest currently has a formal root cause analysis process that investigates the outage root cause and recommends corrective action. Root cause analysis reports are prepared for all significant network failures.

Contact Person:

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Telephone (202) 429-3134

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FCC INITIAL REPORT
QWEST - Large Scale Abnormal Condition Report (LSACR)
Service Disruption Report

(X) 120 MINUTE REPORT [] 3 DAY REPORT

ACR #: ID.000726.001

Date Of Incident: 7/26/00 Time Of Incident: 15:19 MDT

Geographic Area Directly Affected: IDAHO FALLS, BOISE ID
(Cities, LATA(s), States(s))

CLLI code(s) for affected area: ID FLIDMA DS I, BOISIDMA01T

Estimated Number of Customers Affected: UNDER INVESTIGATION
(i.e. Access lines in the switch, LATA(s) or States(s))

Types of Services Affected (e.g. Local, Toll, 800, 911, FAA, etc.): TOLL, 800

Duration of Outage (Hours & Minutes): 1 HOUR, 6 MINUTES

Estimated Number of Blocked Calls: UNDER INVESTIGATION

Apparent Cause of Incident: UNDER INVESTIGATION

Method Used to Restore Service: UNDER INVESTIGATION

Steps Taken to Prevent Recurrence: UNDER INVESTIGATION

CONTACT PERSON: Kenneth Cartmell-Exec. Dir-Fed Regulatory Ph: 202-429-3136
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-or-
 Dave Rygh
 Director - Network Management Center
 Ph: 303-707-5608
 Qwest
 700 W. Mineral, Littleton, CO 80120

Date Reported to FCC: 7/26/00 Time Reported to FCC: 15:15 MDT
(Include AM/PM, Time Zone)

Person Faxing Report: LINDA FREDERICKSON Time Confirmed with FCC: 17:17 MDT

Telephone Number: 800-879-1200 FCC Contact Name: AGENT RODRIGUEZ

PRI FAX: Monitoring Watch Officer (202) 418-2812-Confirm at (202) 632-6975

Secondary FAX: Monitoring Watch Officer (301) 725-2521 - Confirm at (301) 725-2278
 (To be used only at the direction of the Primary Fax Monitoring Watch Officer)

Also FAX to: Qwest Federal Relations Office at (202) 296-5157

Also FAX to: Karen Eccli/Jane Quigley (303) 707-2229

Also FAX to: Glenda Weibel (206) 345-2129

Also FAX to: Bev Sharpe (303) 694-1719